



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 42J2 – Rear Axle Coil Springs

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: January 09, 2019

Issue: The rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs. Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.

Repair:

- REPAIR AVAILABLE – January 10, 2019
- Repair instructions available in ELSA/ServiceNet
- Replace rear coil springs
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.

Please note: there are only two (2) vehicles with Criteria 02. Dealers should order parts for a Criteria 02 vehicle only after the appointment has been scheduled.

Notes:

- Vehicles: Certain 2015 MY Golf SportWagen & 2019 MY Jetta
- Schedule owner repairs immediately
- Owner mailing – January 2019
- Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.